

CLASSIFICATION TITLE- SUB-TITLE

Initial Assessment Supervisor

POSITION SUMMARY

Under the general supervision of the Initial Assessment Program Manager of the Bureau of Milwaukee Child Welfare, this position will manage and direct staff responsible for child welfare services for children and families in Milwaukee County. This position will implement management policies, assign and review work of staff, evaluate staff performance and recommend corrective action when required. The position is responsible for coordinating child welfare services with local agencies and courts; assuring compliance with state and federal laws, administrative rules and policies; monitoring program effectiveness and implementing improvements/revisions as necessary; planning and monitoring consultation services, resolving complaints; and maintaining and reporting of program data.

(Rated PD
Only)

<u>TR1</u>	<u>TR2</u>	<u>TIME %</u>	<u>GOALS AND WORKER ACTIVITIES</u>
		50%	<p>A. Supervision, direction and monitoring of Access and Initial Assessment staff</p> <p>A1. Assign and monitor the documentation, case work and practice of assigned staff; oversee the development of safety and protective plans.</p> <p>A2. Direct staff activities to ensure compliance with work assignments, division and regional goals and objectives, administrative rules and bureau expectations</p> <p>A3. Manage and coordinate staff to meet workload demands in order to meet statutory requirements and ensure that services are provided on a prompt basis.</p> <p>A4. Provide case consultation to staff in the development and implementation of appropriate safety and protective plans and referrals to community services for each case.</p> <p>A5. Assure coverage of caseloads in the absence of an employee.</p> <p>A6. Review case records for appropriate case plans and documentation of provided services.</p> <p>A7. Conduct regularly scheduled meetings with staff to review/make decisions/share information about policy and procedures and brainstorm on difficult case decisions</p> <p>A8. Evaluate quality and quantity of services provided by staff. Ensure inclusion of needed improvements in performance evaluations through observation, case consultation and case reviews.</p> <p>A9. Review staff work performance and evaluate staff through Performance, Planning, and Development (PPD) process. This includes implementing and monitoring work directives.</p> <p>A10. Answer pre-file work grievances in accordance with applicable and personnel rules.</p> <p>A11. Assist Initial Assessment Managers effectively investigate work rule violations.</p> <p>A12. Assist Initial Assessment Managers with scheduling and conducting staff discipline meetings and/or pre-disciplinary hearings according to personnel rules.</p> <p>A13. Conduct interviews, evaluate and select candidates and make appointment recommendations to fill vacant positions.</p> <p>A14. Review and make recommendations regarding employee requested training, travel vouchers, vacations, etc.</p> <p>A15. Monitor Initial Assessment Specialist overtime and daily work hours.</p> <p>A16. Use computer systems to communicate with staff and review casework.</p>

30%

B. Planning, development and implementation of child welfare services management policies. Provide direction in the implementation of the policies to staff responsible for providing child welfare services for children and families in Milwaukee county.

- B1. Plan, develop and implement management child welfare policies and activities relative to assessment, case management, ongoing services, Termination of Parental Rights (TPR) and adoption.
- B2. Participate in the development of a policy manual for the Bureau of Milwaukee Child Welfare to assure consistency across work units.
- B3. Coordinate the collection of statistical data and other information to meet regional, state and federal reporting requirements.
- B4. Evaluate program effectiveness on a regular basis and develop and make recommendations for improvements/revisions as necessary.
- B5. Ensure that staff responds to reports in compliance with bureau policies, practices and procedures.
- B6. Resolve complaints from clientele, other constituents, medical staff, legal staff and other ongoing Child Welfare agencies.
- B7. Implement strategies and procedures to monitor and ensure compliance with state and federal laws, standards and administrative rules and policies.
- B8. Direct and coordinate community and staff work groups and committees to explore and formulate new and innovative ideas for addressing the needs of children.
- B9. Ensure the consistent application of bureau policies, procedures and practices and identify issues and propose alternative solutions.

10%

C. Maintain knowledge and assess staff training needs to ensure adequate staff training.

- C1. Participate in training to maintain professional skills and knowledge.
- C2. Identify staff training needs and ensure inclusion in performance evaluations of casework staff.
- C3. Coordinate with the Training Team for orientation and in-service training for each employee including training needs identified in A2 above.
- C4. Provide/arrange for orientation and/or in-service training for employees when new policies/procedures/requirements are implemented.

5%

D. Represent the department in meetings with community organizations, contract service providers and collaborative partners in child welfare.

- D1. Serve as representative of the Department on local and state committees or work groups.
- D2. Provide Departmental interpretations of policy and establish effective working relationships in contacts with courts, schools, legal professionals, other social service agencies and other constituents.
- D3. As directed, represent the Milwaukee Child Welfare Program in Bureau, Division and Departmental meetings.
- D4. Act as a trainer in specially requested content areas for the community.

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| | | | D5. Assign staff and serve on implementation groups or work groups as directed. |
| | | | D6. Observe, assist and participate in workshops/meetings coordinated by staff. |
| 5% | E. | | Management of AA/EEO plans in compliance with federal and state laws. |
| | | E1. | Assure equal access and opportunity to staff to attend training and other career development activities. |
| | | E2. | Establish expectations that will not tolerate prejudice, unfairness and harassment between staff or those served by the bureau. |
| | | E3. | Ensure adequate accessibility to regional offices and workstations for all handicapped employees, children, family members and visitors in compliance with policies and procedures of the American with Disabilities Act. |

KR1**KR2****Knowledge and Skills**

1. Knowledge of child welfare services, adoption and consultation techniques and the ability to use this information to organize a coordinated delivery system.
2. Knowledge of social and psychodynamic factors concerning child welfare services, adoptive children, birth parents and adoptive families and the ability to communicate this information with staff and other persons.
3. Knowledge of child welfare, foster care and medical assistance, state and federal regulations and procedures.
4. Knowledge of effective personnel management and supervisory techniques including evaluation of staff performance.
5. Knowledge of and ability to apply effective management techniques and leadership principles
6. Ability to evaluate data, summarize and draw conclusions for program planning.
7. Ability to establish/modify workload priorities.
8. Ability to work cooperatively with staff, other social service agencies, courts, schools and the general public.
9. Knowledge of and ability to direct the delivery of culturally competent services for children and families.
10. Ability to develop strategies for community collaboration to creatively deliver child welfare services in partnership with the community.
11. Effective oral, written and interpersonal communication skills.
12. Knowledge and proficiency in the use of computers, internet searches, social media, smartphone devices and other software packages (e.g., Word, Excel, Outlook, etc.).
13. Skill in the interpretation and application of training, instructional and procedural materials.
14. Knowledge of and skill in the application of the principles and practices of applicable professional code of ethics.
15. Knowledge and application of family systems theory, child and family development, crisis intervention theory and the dynamics of child abuse and neglect with a strength based approach to working with children families.
16. Knowledge of current social and economic problems and ways in which these problems affect individuals and families.
17. Ability to analyze, interpret and apply laws, regulations and best practices pertaining to federal and state human service programs, particularly those laws relating to child welfare.
18. Knowledge of human service and health resources (locally and nationally).

Physical Requirements:

This position's responsibilities include conducting home visits, which requires the ability to navigate a variety of residences, including walking up and down stairs, navigating narrow hallways and/or spending time in a residence void of comfortable temperature.

The duties and responsibilities of this position require the ability to stoop, bend, reach, kneel, squat, and to lift and carry young children (up to 40 lbs).

This position requires the possession of or eligibility to obtain a valid Wisconsin driver's license and the ability to meet DOA Fleet standards and access to reliable personal motor vehicle transportation.

This position is required to participate in 24-hour on-call rotation and be able to work varying shifts, including nights, weekends and holidays.

SUPERVISORY ANALYSIS

This form is to be completed by the POSITION'S SUPERVISOR for both filled and vacant positions and must be submitted as part of any Position Description for a position performing supervisory responsibilities (i.e., if #13 of the Position Description is checked Yes). This form will be used to determine: 1) if the position is performing supervisory functions for collective bargaining purposes and thus should be allocated to a supervisory classification; and 2) what supervisory classification is appropriate based on the total duties of the position.

According to s. 111.81(19) Wis. Stats., a supervisor is any individual "who has authority, in the interest of the employer, to hire, transfer, suspend, lay off, recall, promote, discharge, assign, reward, or discipline employees, or to adjust their grievances, or to authoritatively recommend such actions" and "whose principle work is different from that of the subordinates/". The criteria used by the Wisconsin Employment Relations Commission to apply this definition include: the number of employed supervised; the amount of time spent supervising; the number of other persons exercising greater, similar, or lesser degrees of authority over the same employee; whether the supervisor is primarily supervising an activity or the employees performing the activity; and the amount of independent judgment and discretion exercised in the supervision of employees.

POSITION IDENTIFICATION DATA

1. Department and Division DSP/BMCW	2. Name of Employee (if filled)
3. Bureau, Section and Unit BMCW	4. Current Civil Service Classification Initial Assessment Supervisor
5. Name and Class of Supervisor Initial Assessment Program Manager	6. Name and Complete Civil Service Title of Former Incumbent (if any)

7. SUPERVISORY RESPONSIBILITIES

- a. In view of the definition statement and criteria listed in the second paragraph of this form, is the incumbent of this position responsible for directly supervising the activities of other classified employees and/or for supervising the activities of lower level supervisors? Yes ☒ No ☐
- b. List the civil service titles of permanent classified employees (full or part-time) directly supervised by the incumbent. If this position supervises lower level supervisors, indicate the number of employees supervised by the(se) lower level position(s) in parentheses after the classification title of the position. (NOTE: LTE, student, patient/inmate and unclassified employees should be specifically identified since the direction of these types of employees is not considered to warrant supervisory status.)

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- c. What percentage of this position's total time is allocated to each of the following:

1) Supervisory functions (i.e., hiring, dismissal, disciplining employees, performance evaluation, settling grievances)?	10%
2) Activities relating to supervisory responsibilities (i.e., establishing operating procedures, reviewing work of subordinates, counseling subordinates on performance, training and orienting new employees, performing related administrative functions, etc.)?	70%
3) Performance of other work activities <u>similar</u> to those of the employees supervised?	10%
4) Performance of other non-supervisory work activities <u>different</u> from those of the employees supervised (including program administration)?	10%
* NOTE: The totals of c.1), 2), 3) and 4) should equal 100%.	TOTAL *100%

8. ORGANIZATIONAL RELATIONSHIPS

List (in order of descending authority) the names and classification titles of all other positions in the employing unit in the chain of command over the employees listed in 7.b.

Secretary, Deputy Secretary, Administrator, Deputy Administrator, Bureau Director, IA Program Manager

Attach a copy of the organization chart for the immediate work unit (i.e., the organizational unit which includes the employees

supervised) including the names and classes of all employees.

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9. SUPERVISORY ACTIVITIES

- a. Does this position have and exercise on a regular basis the authority to change the work assignments of employees supervised as the needs of the program require? ☒ Yes ☐ No
- b. In what way(s) does this position participate in the hiring of employees under its supervision? (SELECT THE ONE MOST APPROPRIATE ITEM.)
- ☒ 1) Independently interviews and selects new employees from employment lists.
 - ☐ 2) Independently interviews applicants and effectively recommends hiring.
 - ☐ 3) Participates in employment interviews and effectively recommends hiring.
 - ☐ 4) Participates in employment interviews and provides observations concerning applicants.
 - ☐ 5) May participate in employment interviews and may be consulted relative to the hiring decision.
 - ☐ 6) Briefs applicants and/or new employees on job requirements and work procedures.
 - ☐ 7) Normally does not participate in the hiring process.
- c. In what way(s) is this position responsible for initiating and/or taking formal disciplinary actions relative to the employees supervised? (SELECT THE ONE MOST APPROPRIATE ITEM.)
- ☒ 1) Effectively recommends formal discipline (up to and including discharge) to a level in the chain of command where such an action can be authorized.
 - ☐ 2) Effectively recommends formal discipline (up to and including discharge) to the next higher level in the chain of command, if different than #1).
 - ☐ 3) Independently gives written and verbal reprimands.
 - ☐ 4) Independently gives verbal reprimands only.
 - ☐ 5) Discusses discipline problems with higher level supervisory/management personnel and recommends written or verbal reprimand be administered.
 - ☐ 6) Counsels employees on unsatisfactory performance and/or work behavior which does not warrant formal disciplinary actions.
 - ☐ 7) Normally is not involved in recommending or initiating formal disciplinary actions or for counseling employees supervised relative to work performance.
- d. In what way(s) is this position responsible for formally evaluating the performance of the employees supervised? (SELECT THE ONE MOST APPROPRIATE ITEM.)
- ☒ 1) Prepares formal performance evaluations, signs as first line supervisor and discusses evaluations with employees.
 - ☐ 2) Effectively recommends performance evaluations to higher level supervisory/management personnel and discusses or participates in evaluation discussions with employees.
 - ☐ 3) Effectively recommends performance evaluations but does not participate in discussions of evaluations with employees.
 - ☐ 4) Is consulted on contents of employee performance evaluation.
 - ☐ 5) Counsels employees on an on-going basis relative to daily work performance but is not directly involved in the formal performance evaluation process.
 - ☐ 6) None of the above.
- e. Does this position have the authority to settle work related complaints (i.e., informal grievances) of employees under its supervision prior to the filing of a formal grievance? ☒ Yes ☐ No
- f. Is this position identified as a formal step in the employee grievance procedure? ☒ Yes ☐ No (If no, list below the name and class of the first formal step in the grievance procedures for the employees listed in 7.b.)

SIGNATURE - Supervisor

Date Signed

To be completed by incumbent (for filled positions):

- ☐ I agree with the preceding statements.
- ☐ I do not feel that the preceding statements are accurate for the reasons indicated below.
- ☐ No comment

SIGNATURE - Employee

Date Signed